

African-American males. Over the years, the RSM-GPCF partnership has grown and RSM staff now provide and receive GPCF applications from potentially eligible customers. Once they have screened the application, they forward them to the foundation. This year, RSM accepted 7,312 GPCF applications.

GPCF enlarged the scope of who RSMers could assist because they offered an alternative option for customers who were not pregnant or were over age 19. But it was the implementation of Georgia's State Child Health Program (SCHIP) - PeachCare for Kids - in 1999, that radically changed the number of children RSM could help. PeachCare for Kids (PCK) is administered by the Georgia Department of Community Health and

is funded by both the state and federal government. The program was put in place in part to address the growing cost of healthcare for moderate-income families. To relieve some of the financial burden on families struggling to pay for healthcare, PCK offered parents whose income exceeded Medicaid income requirements, but was below 235 percent of the poverty level, affordable healthcare for their children. RSM was asked to use its statewide influence to help spread the word about this program that allows parents to pay a nominal fee for health care coverage for their children over age six, and no charge for children six and under.

Armed with fresh marketing tools and print material, Medicaid eligibility specialists embarked upon their new assignment, seeking their target audience and telling them about Medicaid, PCK and GPCF. Eventually Medicaid and PCK began sharing an

application in order to simplify the process for customers. To further streamline

transactions, RSM added a twentieth team to its roster that would solely focus on making sure children that needed to move to PCK from RSM, and vice versa, could do so seamlessly. Please read more about the expanded relationship between PCK and

RSM in the Case Activity section on page 6.

In 2001, as application numbers began to climb (RSM processed over 100,000 applications in 2000), the project was authorized to process applications without requiring clients to meet with them face-to-face. They were able to accept signed applications through the mail, and verify or clarify information over the phone. When additional applications started coming in from the Foster Care program and the Women's Health Medicaid program in April and May of 2001, the numbers just kept growing. The Revenue Maximization "RevMax" Team was added in February 2002 to exclusively handle Medicaid applications for foster children to ensure these children did not lose their healthcare cover-



1998

Jon Anderson, former manager of the Southeast area, is appointed the new RSM director. The Bibb Team gets airtime on National Public Radio. MES Debra Williams gets invited to introduce Vice President Al Gore at a Health Rally in Washington, D.C.

1998

In September, PeachCare for Kids (PCK), Georgia's State Child Health Insurance Program begins a pilot program in Macon. Government staff begin to use a new automated system called SUCCESS to store and transmit casework data.

1998

RSM's annual conference is held in Athens. The theme is "Georgia's Health Care: Under Construction." The Project has taken 68,242 applications for the fiscal year. Georgia's infant mortality rate has decreased by 31 percent since 1990.

1999

The RSM Bacon Team becomes the Laurens Team. PCK goes statewide. The RSM annual conference theme is "Picture It: Health Coverage for all Georgia's Children" and it is held in Macon. The Project has taken in 75, 328 applications.

age as they moved in and out of different counties.

The Women's Health Medicaid program was conceived to cover women who have breast or cervical cancer and do not have current medical coverage for treatment of these illnesses. All RSM teams currently review applications for this class of assistance. Despite the enormous increase in application intake, RSM's standard of promptness has not suffered. In 2003, 95 percent of applications completed by RSM staff were done within the allotted 10 days for pregnant women and 45 days for children.

The RSM project has been around for over ten years, and the

role of the Medicaid eligibility specialist (MES) has expanded tremendously.

However, the primary goals remain the same: seek out and inform those who are in need of affordable, reliable health care about the Medicaid program, determine eligibility, enroll qualified applicants and ensure the simplicity and accessibility of the program.

Nevertheless, it has become increasingly important for specialists to educate their clients, not only about Medicaid, PCK, WHM and GPCF, but also of other available services. Because RSM has the ear and respect of so many Georgians, it has a formidable responsibility to use its influence to disseminate

helpful and relevant information to its target audience. This is why RSMers tell their clients about health checks, tax credits, voter registration, newborn screenings, the Healthy Mothers Healthy Babies Powerline, Cancer State Aid, WIC and more. MESs have developed a long roster of resources to which they can refer clients. They have a large network of collaborators they work with and they have expanded their media outreach and campaign efforts.

The range of services RSM provides has steadily increased, yet the staff has consistently provided excellent customer service to their clients.

To date, RSM has

processed over two and a half million applications. It has participated in outreach activities in every county in the state. Thousands of lives have been touched by Medicaid eligibility specialists who work tirelessly to make sure that those who are in need of free and low-cost healthcare can get it. Because of their work, a parent's lack of an abundant income does not prohibit children from proper healthcare. Working parents on a budget do not have to stand by and watch a child suffer through preventable and treatable illnesses because the financial cost is too high. And infants stand a much better chance of coming into the world in good health.

2000

RSM participates in its first national Make A Difference Day Campaign. The initiative, sponsored by USA Weekend Magazine in partnership with the Points of Light Foundation is designed to encourage local kindness, taking a day to help neighbors who are in need.

2000

RSM takes in 109,793 applications. Application intake has increased by 46 percent since 1993. Georgia's infant death rate is 8.5 deaths per every 1,000 live births. The annual conference is held in Savannah and the theme is "A World of Choices."

2001

RSM applicants no longer required to have a face-to-face interview prior to application approval. The PCK two-page application can be used to apply for RSM. The RSM Web site is launched. The Project takes in 99,773 applications.

2001

National School Lunch Act is amended. RSM may legally use income information on free and reduced lunch applications to find students who are potentially eligible for Medicaid. The "Outreach Express" conference is held in Savannah.

RIGHT FROM THE START MEDICAID

MESs are able to access the Medicaid Policy manual online. RSM begins to distribute thousands of Loving Care booklets on nutrition and child safety to day care providers all over the state. RSM adds another team to its roster: the Revenue Maximization "RevMax" team. The annual conference, "United We Stand for a Healthier Georgia" is held in Savannah.

RSM takes in 97,479 applications. Anderson, RSM director, is appointed to the Statewide Interagency Coordinating Council for Early Intervention Programs. RSM begins partnership with IRS, distributing information on RSM and the Earned Income Tax and Child Tax Credits during the tax free holiday. They talk to shopping parents at local retailers.



2002



DIRECTOR'S AWARD
Linda Mathews
Error Control Specialist



**MANAGER
OF THE YEAR**
Kimberly Eklund
Metro



**SUPERVISOR
OF THE YEAR**
Melanee Payne
Hall

TEAM MEMBERS OF THE YEAR



Metro Veteran
Cassandra Harvey-Chan
Clayton



Metro Rookie
Vonnice Stelly
Clayton



Middle Veteran
Michelle Darden
Bibb



Middle Rookie
Beth Ferrell
Error Control Specialist



North Veteran
Regina Ragland
Paulding

RSM shows strong support for the first national Cover The Uninsured Week Campaign. Medicaid and PCK recipients are issued plastic swipe cards to replace paper proof of eligibility. All staff are trained on the Health Insurance Portability and Accountability (HIPAA) privacy rule. RSM collaborates with GCAPP to host a resource fair for Thomasville Heights community in Atlanta.

2003

Media outreach up by 50 percent from previous year. RSM creates and distributes posters to employers and CDs to media. RSM casework nearly triples due to PCK "rebounds"; applications sent to RSM from PCK because applicant is potentially eligible for Medicaid. Annual Conference is held in Macon: A Decade of Making A Difference. Applications taken are 89,967.

2003

DFCS goes through a restructuring phase which results in a new DHR commissioner and a DFCS director, deputy division director and section manager. The Economic Support Services Section is renamed Office of Family Independence. PCK premiums are changed twice - first raised from \$7.50 to \$10 a month for one child and then later changed to a variable scale based on income levels.

2004

A family could pay up to \$70 per month for coverage of two or more children. The federal poverty level limitation for eligibility for pregnant women is decreased from 235 percent to 200 percent. RSM application intake is at an all-time high: 169, 860.

2003-2004 AWARD WINNERS

North Rookie
Linda Chalkiadi
Whitfield



South Veteran
Barbara Saturday
Dougherty



South Rookie
Angela Bass
Laurens



State Office
Eugene Vas



MISSION AWARD
Grace Skipper
Whitfield



VISION AWARD
Audrey Dye
DeKalb



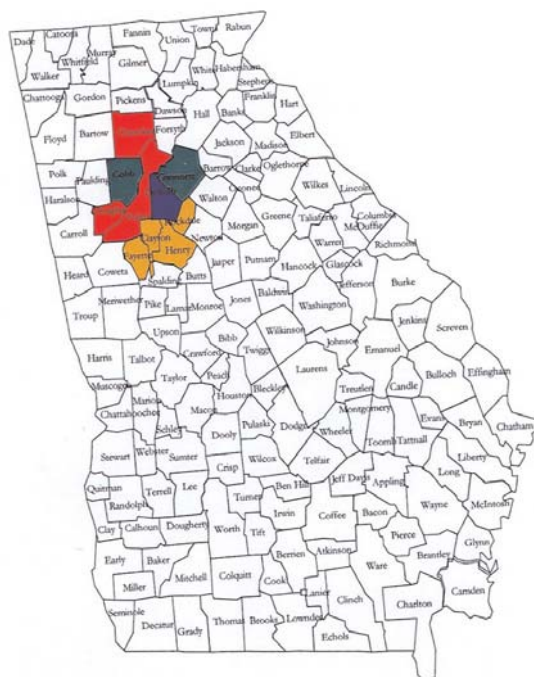
SPIRIT AWARD
Bonnie Taylor
Gwinnett



**PUBLIC RELATIONS
AWARD**
Paulding Team



Kimberly Eklund
Metro Manager



Arrowhead
Clayton
DeKalb
Fulton
Gwinnett
Rev Max

Statewide
Gold
Blue
Red
Green
Statewide

Following Pages:

Applications - number of applications for Medicaid that were mailed, hand delivered or assigned to the team.

Presentations - number of presentations the team gave to discuss RSM and related programs and/or to provide an opportunity for the public to apply for Medicaid or PeachCare for Kids.

Persons listed in photos are Medicaid eligibility specialists unless otherwise noted.

ARROWHEAD



L to R: **Back** - Lorraine Ilugbo (supervisor) and Willie Polk
Middle - Rachelle Remy and Chasidy Williams **Front** -
 Kanessia Lopez (program assistant); Jackie Cash and
 Veronic "Dee Dee" Clemons **Not Pictured** - Elena Cox and
 Ketsia Benoit.

Applications Taken: 12, 124 **Presentations Made:** not applicable

Counties Covered:
 Statewide

**409 Arrowhead Boulevard, Suite C-8
 Jonesboro, GA 30236
 770-473-2493**

In past years, the Arrowhead Team headed up the project's PeachCare for Kids (PCK) operations, ensuring clients were being placed on the program (Medicaid or PCK) for which they qualified.

The team's role expanded when it became the project's "headquarters" for Women's Health Medicaid (WHM), assuring approved clients and administrative officials receive proper notification. They also ensure those denied for the program receive proper referrals.

As the number of WHM cases increased, the rest of the RSM teams took on more responsibility for the WHM and PCK processes. The Arrowhead Team then redirected some of their energy. They assisted teams that had an over-

abundance of rebounds. This effort required training the entire Arrowhead team on the Georgia Department of Human Resources' complex automated system: SUCCESS. The team not only mastered this modus operandi, they set up a buddy system to perfect their use of it. They set goals to ensure proper coding of cases that were not completed according to the required standard of promptness - this helped to track problem areas and make needed adjustments - and to get cases registered within 24 hours of receipt.

Although the staff were novices, they remained professional. "They looked beyond the stacks of papers and saw the needs of the children waiting to be placed on Medicaid," said Lorraine Ilugbo, supervisor.

CLAYTON



L to R: **Back** - Don Jenkins (supervisor); Jennifer Tanks and Terry New; **Front** - Sharon Duke; Cassandra Harvey-Chan (program assistant) and Vonnie Stelly **Not Pictured** - Jeff Rozier; Son Nguyen; and Cynthia Griffin

Applications Taken: 12,086 **Presentations Made:** 110

Counties Covered:
 Clayton, Fayette, Henry, and Rockdale

**409 Arrowhead Boulevard, Suite C-7
 Jonesboro, GA 30236
 770-473-2605**

What's better than helping someone get healthcare coverage? Assisting an entire family with healthcare, of course. Medicaid eligibility specialist Sharon Duke experienced this after hearing her hairdresser say she didn't have the money to buy her child's medicine.

Shop talk aside, Duke was able to get the hairdresser's child on Medicaid, successfully refer the uninsured parents to GPCF and assist the grandparent in getting back onto Adult Medicaid. The family had lost prior benefits because of their confusion over the recertification process. Duke was able to bring them clarity and peace of mind.

You never know when you will stumble across an opportunity to help someone, but the Clayton Team doesn't sit back and wait for those moments to

arrive. They seek them out. For Make A Difference Day, the team sponsored a health fair at a local apartment complex, bringing representatives from the local library, Department of Family and Children Services, and health departments to the neighbors.

The Clayton Team worked closely with schools to reach students. Two events, Sensational Saturday and the Austin Road Festival, fostered an opportunity to speak to thousands of them.

The Clayton Team also reached out to the Hispanic community, developing an ongoing collaboration with San Felipe de Jesus Catholic Church.

There was never a shortage of people to help. The team frequently completed over 1,500 cases in a single month.

DEKALB



L to R: **Back** - Mihail Nikolov; Leola Kitchens; and Darrick Wilson (supervisor) **Middle** - Diane Barron; Patricia McIntosh; and Audrey Dye **Front** - Natasha Terrell; Shantell Calloway; and Isabel Pacheco

Applications Taken: 11,679 **Presentations Made:** 241

Counties Covered:
DeKalb

**3562 Habersham @ Northlake
Building J, Suite 3
Tucker, GA 30084
770-414-3538**

There are 19 RSM staff members who can speak a foreign language, but it was a rare moment when Mihail Nikolov's fluent Bulgarian saved the day!

Nikolov's pregnant Bulgarian client did not qualify for Medicaid because of her citizenship but because of her prior miscarriage, income level, and doctor's assessment, she was able to get emergency medical assistance. Nikolov went with the client to the health center to translate, walk the client through the process and make sure she received the care she needed.

The DeKalb Team excelled in English chatter as well when they co-hosted the Let's Talk Conference with DeKalb's Adolescent Health and Youth Development Program. Audrey Dye helped to rally support from the faith and aca-

demic communities and helped judge hundreds of essays on the importance of family communication.

Further appreciating the modern devices of communication, the DeKalb team supported RSM's website referral campaign by passing on helpful sites to the generation that most often accesses the Web. They distributed health-related links to adolescents at Tri-County Youth Service Day celebration.

The DeKalb Team could also extol its reputation for compassion. Isabel Pacheco's client called DeKalb's supervisor and voiced her surprise that Pacheco had not only provided her with professional service, but even called her home just to see how her family was doing. Fortunately, this kind of warm and courteous treatment is not uncommon for the DeKalb Team.

FULTON



L to R: **Back** - Dennis Magsby and Stephanie Bougher **Middle** - Evelyn Jean Pittman and Barbara Hightower; **Front** - Marcus Magee (supervisor), Cynthia Diane Lemmon and Ivy Brannen **Not Pictured** - Tamika Banks (program assistant)

Applications Taken: 9,213 **Presentations Made:** 215

Counties Covered:
Cherokee, Douglas and Fulton

**2300 Henderson Mill Rd. , Suite 421
Atlanta, GA 30345
770-414-3376**

Two hundred and twenty-five children had toys under their tree for Christmas that otherwise wouldn't, had it not been for the Fulton Team. Each year, they coordinate, Winter Wonderland, an event that puts community resources to good use.

This year, the event participants were treated to screenings (dental, vision, hearing, blood pressure, diabetes and breast cancer), free mini-massages, and fabulous prizes. The Atlanta Farmer's Market gave away fruits and vegetables. Save-Rite, Kroger, Atlanta Back Clinic and Circuit City provided gift cards. Air Tran Airways donated round-trip tickets and Hilton Hotels donated a weekend getaway. It's no wonder this event was a tremendous hit!

The Fulton Team spread great cheer the

rest of the year as well. They reached the large college population in the metro area by teaming up with local fraternities and sororities and working closely with Morehouse School of Medicine.

The Fulton Team targeted a special audience by working with Zapp Asthma to get the attention of parents who have children with asthma, but lack health insurance.

In keeping with this team's philanthropic spirit, the Fulton Team worked in full force to support the Thomasville Heights Community Resource Fair. This event, co-sponsored by Georgia Campaign for Adolescent Pregnancy Prevention, provided a wealth of information and free entertainment to a high-poverty area where the statistics on healthcare coverage had not been promising.

GWINNETT



L to R: **Back** - Marvin Brannen and Shayla Blackwell
Middle - Melanee Payne (acting supervisor); Jennifer Parmley and Idna Melendez **Front** - Eliana Campo; Alma Mancilla; and Tina Murphey **Not Pictured** - Maya Johnson and Bonnie Taylor (supervisor)

Applications Taken:
7,347

Presentations Made:
99

Counties Covered:
Cobb and Gwinnett

**100 Castor Drive #D5
 Norcross, GA 30071
 770-840-2260/2261**

The Gwinnett Team got a new look for 2003-2004. They added seven new names to their roster. The Cobb and Gwinnett community appear to be quite happy with the new lineup. The team received several thank you letters from clients who expressed appreciation for the service they received.

Shirley Richards was particularly grateful to have been assisted by Supervisor Bonnie Taylor and Medicaid eligibility specialist Eliana Campo. She sent them each two dozen roses because they were a "Godsend." She said her daughter was able to get surgery and she "may not have been able to have children without it."

The Gwinnett Team had great success with the back to school and employer outreach cam-

paigns. They participated in the Milford Church Back to School Bonanza in Cobb County and sponsored their own splash for the tenants of the apartment complex where their RSM office is housed.

Medicaid eligibility specialists worked to tell employers of small businesses about low-cost health care coverage for low wage earners. They also talked with managers of Target and Office Depot stores so that they could pass on the information to their clerical and stock room workers.

There are numerous Hispanics in this team's coverage area. Therefore, the bilingual staff attend events such as the Hispanic Fiesta Night and Bilingual Parents meetings to ensure accurate and understandable information is getting to them.

REVMAX



L to R: **Back** - Anita Cooper and Latwanda Langdon
Front - Lynette Junior and Niesha Davis (supervisor)
Not Pictured - Mary Banks and Brenda King

Applications Taken:
13,709

Presentations Made:
not applicable

Counties Covered:
Statewide

**409 Arrowhead Boulevard, Suite C-7
 Jonesboro, GA 30236
 770-473-2605**

All RSM teams process Right from the Start Medicaid applications, but some teams have specialized tasks such as the Revenue Maximization Team (Rev/Max). The RevMax team handles applications statewide. However, they are solely responsible for RSM applications for foster children. Having one central location to process these kinds of applications helps to alleviate disruptions in healthcare coverage for children who are moved in and out of various counties at no fault of their own. The RevMax team assures the application gets processed quickly, usually within 24 hours. This expediency helps to prevent lapses in coverage that could occur if the application is instead directly routed from the outgoing county to the

impending county.

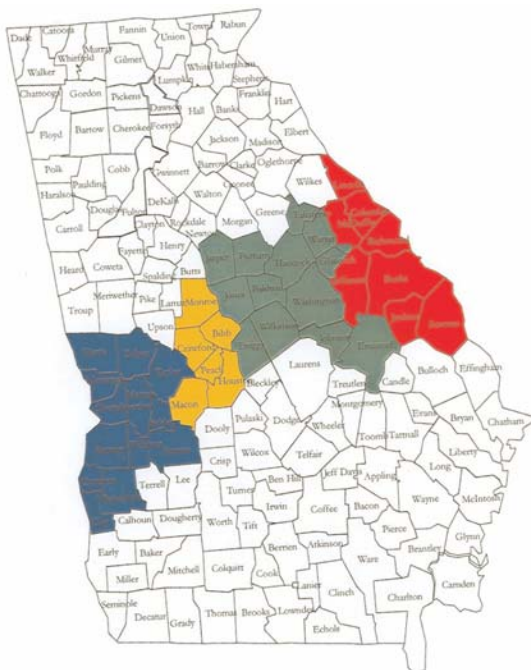
The nature of the job requires RevMax staff to work closely with all DFCS offices within the state, and they have been praised for their ability to work well with them. An agent of the Dekalb DFCS, Nora Richardson, wrote a letter of appreciation to the RevMax Team citing a job well done because of their speedy processing of emergency cases.

There were no shortages of cases to process this fiscal year. The RevMax team broke a team record in March. They completed 1,494 cases within one month. Although the RevMax Team remained with the RSM project for a mere three years, it flourished and became quite efficient and productive before moving back into the DFCS system in 2004.

MIDDLE



Mandy Corlee
Middle Manager



Bibb
Error Control
Specialists
Muscogee
Screven
Washington

Gold
Statewide
Blue
Red
Green

BIBB



L to R: **Back** - Beverly Surles and Neal Baggett **Middle** - Donna Miller (supervisor) and Ollie McMillar **Front** - Julie Curbow; Michelle Darden and Kathryn Dixon **Not Pictured** Joni Taunton (program assistant)

Applications Taken: 7,432
Presentations Made: 195

Counties Covered:
Bibb, Crawford, Houston, Macon, Monroe, and Peach

788 Walnut Street, Suite 8
Macon, GA 31201
478-751-4598

Having a spot on the Bibb Team is like being on a trampoline, you're destined for higher ground. Team members trained each other for success and it worked! The program assistant was promoted to Medicaid eligibility specialist (MES) and two MESs were promoted to error control specialist positions.

There were lots of client triumphs as well. One memorable story involved a young boy from Peach county that was hit by a car during the holiday season. He lost several teeth. Although the insurance of the driver responsible for the accident covered some of the damage, it was not enough for full reconstruction. MES Neal Baggett helped them get emergency medical assistance to restore the boy's smile.

Proof positive that the

Peachcare rebounds couldn't keep a good worker down, Kathryn Dixon was complimented by one of her rebound clients who was working through a grueling adoption process. After working with Ms. Dixon, Mrs. Haines said RSM "has been the most helpful, quickest and friendliest service that I have dealt with in this process."

Supervisor Donna Miller supported her team, making first-round phone calls to clients. This eliminated the need for MESs to make a call to request needed information or material before they could process a case. This time-saving step led the team to victory, especially in coding. The team was commended by the area manager for accurately coding 100 percent of their cases.

Error Control Specialists



L to R: Jamie Anderson (supervisor); Lyndia Moore and Linda Mathews **Not Pictured** - Beth Ferrell (program assistant); Todd Stewart; and Russell Barksdale

Applications Taken: 6,039
Presentations Made: not applicable

Counties Covered:
Statewide

P.O. Box 2926
Waycross, GA 31502
912-287-2787

It was a bustling year for the Error Control Specialist (ECS) Team and the RSM trainer who supervises them. The ECS role is to step in to fill Medicaid eligibility specialist vacancies whenever and wherever needed. This alone kept them pretty busy, but this year they helped to ensure greater accuracy in case processing within the project by doing second-level case record reviews.

ECSs did sample reviews of cases formerly looked at by supervisors to ensure review practices were accurate and consistent. This systematic exercise enhanced performance all across the state, streamlining the way cases are processed and the way accuracy and deficiency determinations are made.

ECSs also expanded

their role by adding cases that needed to be reinstated back into the system into their caseloads.

RSM Trainer Jamie Anderson started the year working with supervisors to improve documentation standards and making certain all staff members were in compliance with the Health Insurance Portability and Accountability Act.

Anderson prepared newcomers and refreshed veterans on policies and procedures. She taught new worker training and outreach training classes for the novices. She also stayed abreast of policy changes and explained how they should be implemented. To ensure clarity and swift communication, the trainer maintained an online bulletin board of frequently asked questions.

MUSCOGEE



L to R: **Back** - Gwen Odoms; Wallace Hardy and Gracie Reed (program assistant) **Middle** - Irene Weaver (supervisor) and Connie Johnson **Front** - Kathy Averett; Anna Epps and Cynthia Johnson

Applications Taken: 6,106
Presentations Made: 209

Counties Covered:
Clay, Chattahoochee, Harris, Marion, Muscogee, Quitman, Randolph, Schley, Stewart, Sumter, Talbot, Taylor and Webster

3617 Hilton Avenue, Suite 227
Columbus, GA 31904
706-649-1272

Just as you would expect of a seasoned veteran team, when Santa offered up a load of rebounds for Christmas, the Muscogee Team took it in stride. "Although some members like Connie Johnson and Gwen Odoms took in more than their fair share, they exhibited a can-do attitude," said Team Supervisor Irene Weaver. "Even when everyone was overloaded with kickbacks, they never failed to provide courteous and expeditious service to our clients," claimed Weaver.

The team also got out and interacted with the public, particularly during the Back-to-School Campaign. They participated in the Talbot County Fun Day, Arnold Middle and Cherokee Elementary School PTOs, Muscogee Kits for Kids, Harris School counselors luncheon and

Immunization Day. Along with distributing applications and information, the team also made presentations to local school nurses, clinic workers and set up displays in various public venues.

The team partnered closely with local community collaboratives and churches. They co-sponsored a youth summit at Central Baptist Church, and Valley Healthcare provided glucose and blood pressure screenings at the event.

Sherrie Stauffer of Covering Kids and Families sung the praises of the Muscogee Team. "We would not be successful without the collaboration of RSM in our area. We coordinate outreach activities and we support each other with application assistance," said Stauffer.

SCREVEN



L to R: **Back** - Earlette Shipes (program assistant); Tilda Dekle; LeTonya Hudson and Don Love (supervisor)
Front - Brenda Roberts; Holly Dirst; and Carolyn Peterson

Applications Taken: 6,989
Presentations Made: 148

Counties Covered:

Burke, Columbia, Jefferson, Jenkins, Lincoln, McDuffie, Richmond and Screven

**121 N. Main Street
 Sylvania, GA 30467
 912-564-5677**

"The quantity of rebounds was challenging for my team," said Screven Team Supervisor Don Love, "but they pulled together like I have never seen before to get them done. And I am really proud of them."

The quantity of rebounds received by the team resulted in the team processing twice as many applications than they had the prior year. And they managed to get them done with one less MES on the roll.

Two major campaigns supported by the Screven Team were Make A Difference Day (MADD) and Back To School. The team participated in six different events within four different counties for MADD, and a total of 10 back to school events. To reach out to families with school-age kids, they

worked in concert with the Medical College of Georgia and Covering Kids and Families to host festivities at Augusta Mall. They were able to bring awareness to over a thousand customers about the Medicaid, PeachCare for Kids, Women's Health Medicaid, and Georgia Partnership for Caring programs.

Sandra Pittman, director of the Perinatal Center at Medical College of Georgia hails the Screven Team. She said, "Don Love and his staff...are a wonderful group to have as partners, always ready to serve and assist!" She noted that the team's supervisor has often made presentations at inservice sessions for Enterprise Community Healthy Start and Robert Wood Johnson Covering Kids and Families.

WASHINGTON



L to R: **Back** - Betty Jones (program assistant); Brant Kennedy (supervisor); and Saundra Jackson **Middle** - Elaine Haizlip; Jodi Isley; and Debbie Avant **Front** - Tanya Cole; JuliAn Embry; and Catina Braswell **Not Pictured** - Judy Lindsey

Applications Taken: 6,622
Presentations Made: 647

Counties Covered:

Baldwin, Emanuel, Glascock, Hancock, Jasper, Johnson, Jones, Putnam, Taliaferro, Twiggs, Washington, Warren, Wilkes and Wilkinson

**111 Brookins Street, Suite 300
 Sandersville, GA 31082
 478-553-2467/2468**

Although the largest county covered by the Washington Team has a population of about 40,000, the majority of the other counties in the coverage area have around 20,000, with only one shopping mall to share between them.

The Washington Team persuaded the director of Hatcher Square Mall to host a beauty and health care day for women. They assembled goodie bags and delivered them to local doctors and vendors to solicit their participation. The community responded to the team's marketing by coming out and showing their support. In turn, they were treated to goods, services and information offered by vendors such as Mary Kay and Avon cosmetics, a plastic surgeon, a day spa, Papa John's Pizza and, of course, RSM.

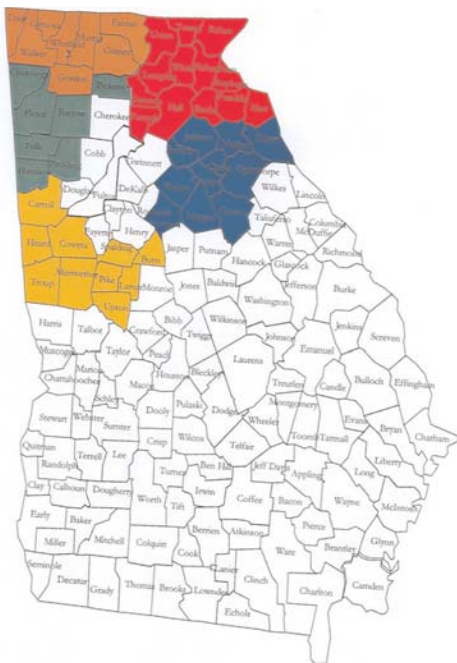
The two largest campaigns supported by this team was Holiday Outreach and Cover the Uninsured Week. The team participated in 14 holiday-themed events. For the Fourth of July, they decorated a pontoon boat with RSM and PCK banners which was highlighted on a local radio station.

Each of the team members established a specific activity to celebrate Cover The Uninsured Week. At one of these events, there was even skating at the courthouse square.

The Washington Team's happenings often attract local media attention. On more than one occasion, they have been featured in the Union Recorder newspaper and the Oconee Regional Medical Center's newsletter, the Oconee Regional

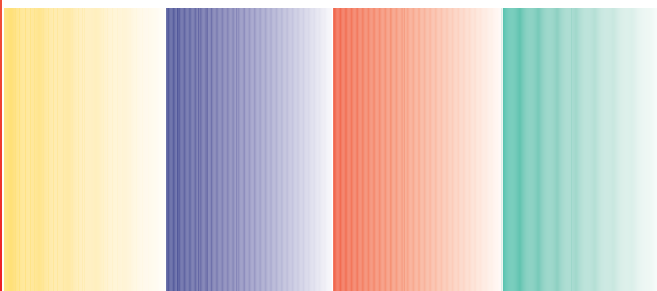


Robin Walden
North Manager



**Carroll
Clarke
Hall
Paulding
Whitfield**

**Gold
Blue
Red
Green
Bronze**



CARROLL



L to R: **Back** - David Holmes; Nick Moore; and Derrick Barron **Middle** - Melissa Wade (supervisor); Denise Colon and Wanda Carter **Front** - Angela Jones, Betsy Cox and Linda Keaton (program assistant)

Applications Taken: 7,543 **Presentations Made:** 255

Counties Covered:
Butts, Carroll, Coweta, Heard, Lamar, Meriwether, Pike, Spalding, Troup and Upson

**153 Independence Drive
Carrollton, GA 30116
770-830-2143**

Teamwork was the key for the Carroll Team. The entire team came together on several occasions to help each other out with outreach activities. All hands were needed to meet the demands of the Buggy Days in Lamar County where 60,000 people showed up for the weekend event. Having full team support helped things run smoothly when a crowd of 5,000 attended National Kids Day at LaGrange Mall. But it was just plain fun to have everybody together for the Family Expo Day. This creative team designed a mock fishing expedition using an old tri-fold screen, shower curtain and fishing rod. The kids cast the rod over the screen while one of the team members attached the catch of the day: free school supplies.

The Carroll Team pro-

vided their clients with convenience. In collaboration with the Department of Labor satellite offices, MESSs regularly set up tables at one-stop-shops in Thomaston, Greenville, LaGrange and Carrollton. These were opportunities for department of labor customers to get information and applications for a variety of needs, all under one roof. For example, a client could apply for unemployment, do a job search and apply for Medicaid all in the same day and at the same place.

While many found their way to the one-stop shops, the Carroll Team members were no less diligent in going out and finding others who were in need of healthcare coverage assistance and letting them know what RSM could offer.

CLARKE



L to R: **Back** - Yvonne Devere; Ron Smith; and Stacey Thompson **Middle** - Nicole Blalock; Loreal Vinson (program assistant); and Crystal Perriman **Front** - Wendy Chaney, Julie Martin (supervisor); Lindy Holcombe and Nikki Hillman

Applications Taken: 7,984 **Presentations Made:** 147

Counties Covered:

Barrow, Clarke, Elbert, Greene, Jackson, Madison, Morgan, Newton, Oconee, Oglethorpe, and Walton

**20 Lee Street, Units 14&15
Jefferson, GA 30549
706-367-3141**

The Clarke Team focused on the growing Hispanic population in their area. They took applications to residential areas and worksites where they would most likely come in contact with someone who was without health insurance. They worked closely with Pinewoods Trailer Park, ConAgra, GoldKist, Harrison Poultry and the Hispanic Community Resource Fair.

This team put a lot of energy into making the Back to School campaign a success. They visited daycare centers and preschools to catch up with parents enrolling their children for pre-kindergarten programs. While there, they distributed Loving Care books; a free booklet on child health and safety tips.

Medicaid eligibility specialists from this team

received praise for their customer service. Stacey Thompson was hailed for eliminating the misery of oral pain for a young girl. When Thompson discovered her client's daughter was in need of immediate dental attention, she hastily processed the child's application and saw to it that the girl received dental care the very next day.

Ron Smith was also praised for his efforts when a client expressed her gratitude for cutting through a seemingly endless web of papers and red tape. Smith carefully traced the customer's case back to sort out the history, and to get her aptly enrolled in the program for which she qualified. RSM Manager Kimberly Eklund said, "It's wonderful to have a staff member so willing and enthusiastic."

HALL



L to R: **Back** - Andrea Portmann; Melanee Payne (supervisor); and Carol Donaldson **Middle** - Sofia Lakhani; Tennille Ward; and Holly Coile **Front** - Guadalupe Erazo, Jill Cothran and Donna Johnson **Not Pictured** - Alex Martinez; and Jennifer Seigler

Applications Taken: 10,272 **Presentations Made:** 242

Counties Covered:

Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Rabun, Stephens, Towns, Union and White

**332 Washington Street, Suite 305
Gainesville, GA 30501
770-531-6014**

Although the Hall Team had plenty of rebounds to handle for their area, they made room for more. They accepted applications for counties outside of their area, further assuring RSM's reputation for expedient processing of applications.

Rebounds may have been the greatest goal for this team, but it didn't overshadow their penchant for working closely with their partner agencies. The team's long list of collaboratives include Hall County Safe Kids, Hall International Center, Franklin County Prevent Child Abuse, Stephens County Partners for SUCCESS, Lumpkin County Chamber of Commerce and Georgia Highlands. And that's just a small sampling. Medicaid eligibility specialist (MES) Alex Martinez made it to every class at the Hall County

Evening School to talk to students about Medicaid healthcare coverage options. The students not only made good use of the information, but they worked as referral agents to those who were not as fortunate to have been a part of the classes.

One of the largest events the Hall Team participated in was the Back to School Fun Day hosted by Banks County Family Connection Partnership. Event attendees helped to spread the word to others about RSM. MES Lupe Erazo got lots of calls from families who had heard the good news. Many of them turned out to be eligible for the Medicaid program.

The Hall Team was also heavily involved in the child safety activities in their coverage area and helped to distribute free child safety seats.

PAULDING



L to R: **Back** - Linda Bentley; LeeAnn Deems-Schmeck; and Kimberly Hamilton **Front** - Jan Thompson, Sheila Alexander (supervisor); and Robin Regina Ragland **Not Pictured** - Jill Sweat and Adonna Puckett

Applications Taken: 6,286 **Presentations Made:** 388

Counties Covered:
Bartow, Chattooga, Floyd, Haralson,
Paulding, Pickens and Polk

126 Grady Rd.
Rockmart, GA 30153
770-749-1763

The Paulding Team worked with over 50 organizations and agencies within their area to tell families about Medicaid, PeachCare for Kids, Women's Health Medicaid, Georgia Partnership for Caring and other health related programs. Many of the team members even served on boards and committees of these groups.

Working with the various agencies afforded team members with an opportunity to be charitable, provide a public service, or simply put a smile on a child's face. Cheerful grins were abound at the popular Paulding County annual Trick or Treat Village. Team members dressed as notable characters Sponge-Bob Square Pants, Pippi Longstocking and Bob the Builder. They distributed information and

candy from their Nickelodeon-themed booth.

For Thanksgiving, the team helped prepare and serve food, and helped provide food baskets to the elderly. Continuing on in their philanthropic tradition, the team donated money for diapers to the Paulding Resource Center and organized an entire day of pampering and job preparation to 20 deserving ladies. One MES even helped do some landscaping at the Moran Lake Road Nursing Home.

It only made sense for this team to develop a collaborative partnership with the Salvation Army. The Floyd County MES goes to the agency monthly to assist customers with applications for GPC, PCK and Medicaid, and to make referrals.

WHITFIELD



L to R: **Back** - Barbara Thomas (supervisor); Danny Jones; and Linda Chalkiadi **Middle** - Grace Skipper and Karen Deaver **Front** - Annie Raines; Tammy Harrington; and Scott Sanford

Applications Taken: 9,453 **Presentations Made:** 359

Counties Covered:
Catoosa, Dade, Fannin, Gilmer, Gordon,
Murray, Walker and Whitfield

Kingtown Housing Authority
85 Barry Street, Apt. 2K
McCaysville, GA 30555
706-492-4260

The annual Catoosa County Kids Fair proved to be a memorable event for the Whitfield Team. Over a thousand little people showed up to get registered for prekindergarten, Headstart and Early Start. Local medical providers were on hand to provide advice on childhood diseases, asthma and allergies, and the Whitfield Team was able to provide an application for Medicaid and PeachCare for Kids for children who were not already covered with health insurance.

One of the largest events covered by this team was the Latino Health Fair where there were over 2,000 event attendees. This number is up from last year but even more are expected to turn out next year. The event has become a substantial mainstay for this commu-

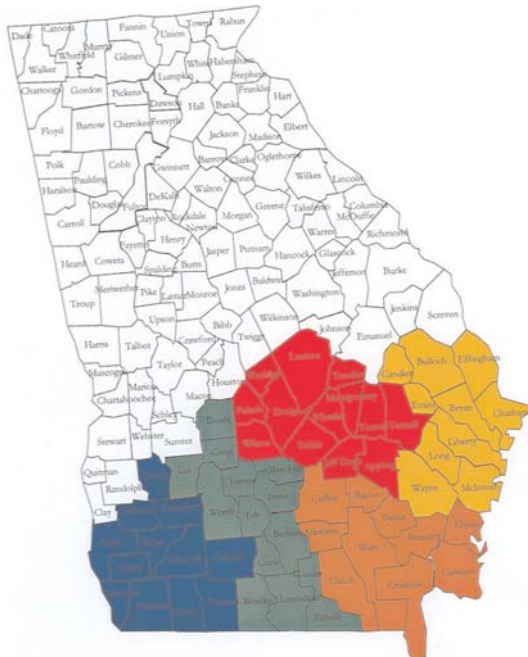
nity because it offers much-needed information without being intimidating to non-citizens.

A priority for the Whitfield Team this year was making their customers aware of the earned income tax and child tax credit benefits. They worked with local merchants to set up display tables at their shops during the tax-free holidays. They also distributed print material at venues such as the March of Dimes Walk, schools and health fairs.

The team continued their years-long practice of working closely with teenagers at the Walker County Teen Resource Center in Rossville. But, while seeking to add a new outreach venue, they discovered a captive audience at the drivers license issuance center.



Wesley Merritt
South Manager



Carroll
Clarke
Hall
Paulding
Whitfield

Gold
Blue
Red
Green
Bronze

BULLOCH



L to R: **Back** - Michele McNeely (program assistant); Terri Bland; and Cissy McDaniel (supervisor) **Middle** - Delores Graves-David and Rose Nelson **Front** - Julie Castanon; Stephanie Lewis and Carrie Thompson

Applications Taken: 8,136 **Presentations Made:** 152

Counties Covered:
Bryan, Bulloch, Candler, Chatham, Effingham, Evans, Liberty, Long, McIntosh, and Wayne

38 Courtland Street, Suite D
Statesboro, GA 30458
912-871-1574

Young lads all over Southeast Georgia went home with information on how their parents could get them covered with health care if they fit the income limits for Medicaid or PeachCare for Kids. The Bulloch Team made sure of it.

Bulloch team members attended over 10 open house school registrations during the Back to School campaign. They started new traditions and repeated some past successes such as participation in the Youth Challenge sponsored by Ft. Stewart military facility.

In a creative effort to get their message to families with children, they distributed information to campers at the Candler County Free the Horses Camp for Kids. In August, they handed out information to audience members of the "Letting Go" produc-

tion performed by the youth of Cutting Edge Ministries in Hinesville. They were just as successful at reaching large crowds at the Pathways to Success Youth Prevention Conference in Liberty County.

While children were a primary focus this year in the Bulloch Team's coverage area, adults were not forgotten. The team joined forces with DFCS branches of adoption, adult protective services, child protective services and foster care at the Rattlesnake Round-up to provide comprehensive information to parents in one single swoop by the table.

MESs also served shoppers by setting up displays in stores during the tax free holiday, providing customers with information on earned income tax and child tax credits.

DOUGHERTY



L to R: **Back** - Debbie Seay; Barbara Saturday; and Lawrence Valentino **Middle** - Melinda Singletary; Chan Strickland; and Lanormaya Williams **Front** - Courtney Hudgins (program assistant); Pam Alexander (supervisor); and Sara Beth Pomeroy **Not Pictured**: Colleen Bagley, Shayla Davis (program assistant); Nancy Golden (supervisor) and Patti Taylor

Applications Taken: 6,070 **Presentations Made:** 239

Counties Covered:

Baker, Calhoun, Colquitt, Decatur, Dougherty, Grady, Lee, Miller, Mitchell, Seminole, Terrell, Thomas and Worth

375 Industrial Drive
Skills Center Room 2
Moultrie, GA 31768
229-891-7045

Not everyone who needs health care is eligible for Medicaid or PeachCare for Kids, that's why the Dougherty Team stays abreast of all kinds of programs that can help those who are in need of medical care. This extra information was particularly handy for Medicaid eligibility specialist (MES) Lawrence Valentino. He was able to refer two adult customers to the Knight's Templar Foundation where they received eye surgery free of charge.

The first and second quarter of the year were the busiest for the Dougherty Team. First quarter, they focused on childbirth class outreach. Each team member contacted their local hospitals and OB-GYN centers to set up presentations to

discuss the importance of healthcare coverage for pregnant women and newborns. They made sure the attendees had the information needed regarding qualifications and benefits for Medicaid.

In October, the Dougherty Team participated in one of Georgia's largest annual events The Sunbelt Agricultural Exposition draws a crowd of nearly 300,000, making it a viable opportunity to reach a large quantity of the southern population. Team members used stickers and balloon animals to attract guests to their booth.

When Moultrie suffered a devastating loss of jobs, the team helped laid-off workers in Colquitt county get health care coverage for their children.

LAURENS



L to R: **Back** - Cahn Thomas; Debbie Underwood; and Thomas Meyer **Middle** - Linda Plowden (supervisor); Angela Bass; and Suzanne Veal (program assistant) **Front** - Kelly Floyd; Lamaya Johnson; and Cheryl Gray **Not Pictured**: Donice Wright and Romaris Shivers

Applications Taken: 6,923 **Presentations Made:** 306

Counties Covered:

Appling, Bleckley, Dodge, Jeff Davis, Laurens, Montgomery, Pulaski, Tattnall, Telfair, Toombs, Treutlen, Wheeler and Wilcox

1205 B Bellevue Place
Dublin, GA 31021
478-274-7827

Participating in Make A Difference Day has become an October tradition for the RSM Project. Medicaid eligibility specialist (MES) Kelly Floyd established the Laurens Team tradition for this special day. Each year, she coordinates a fun day for youth at an Appling County housing project. While parents gather information and sign up for Medicaid and PeachCare for Kids, the kids get to play games, win prizes, get their faces painted and receive balloon art.

MES Cheryl Gray makes sure there's lots of clowning around down in south Georgia. She is the team's official clown mascot Patty Cake. She has been recruited by local agencies such as the Resource Development

Unit for district nine, to make special appearances.

Two goals the team concentrated on were childbirth class outreach and holiday outreach. Directors and instructors of childbirth classes in all 13 counties within the Laurens Team's coverage area were contacted. Presentations and free Loving Care books - full of helpful tips for new mothers - were given to the participants of the classes. The books were a popular resource.

All of the team members attempted to do at least one holiday related activity, but one of the most enjoyable events of the season was the Appling County parade where MES Floyd decorated and entered an RSM float.

LOWNDES



L to R: **Back** - Belinda Douglas; Phillip Kilgore (supervisor); and Libby Lawhorne **Middle** - Lisa Blanchard; Lila Cobb; and Colleen Bagley **Front** - Melissa Daniels; Carolyn Jones; Jenny McDaniel and Merry Johnson

Applications Taken: 8,072 **Presentations Made: 224**

Counties Covered:

Ben Hill, Berrien, Brooks, Crisp, Cook, Dooly, Echols, Irwin, Lanier, Lowndes, Tift and Turner

**400 E. Altamaha Street
Fitzgerald, GA 31750
229-426-5201**

Sheer determination kept Lowndes Medicaid Eligibility Specialist Libby Lawhorne in the fields. She had coordinated a special project to provide free clothes and small necessities to migrant workers in Echols County. But even as the rain came rushing down, she continued to hand out the freebies and invite the workers to come learn about healthcare coverage options. Her endurance greatly benefitted the Hispanic Community.

The Lowndes Team put great emphasis on reaching students and parents. They traveled to the schools in their community and did outreach during school orientations and registrations. They also reached out to new and expectant mothers by doing presentations for

childbirth classes at venues such as the South Georgia Medical Center in Valdosta.

Lawhorne's wet escapade notwithstanding, spring is the perfect health fair season in this coverage area. During the third quarter, the Lowndes team took advantage of the mild weather and participated in three spring fling health fairs in Cordelle and Adel counties. However, the best attended health fair was the Valdosta Middle School Fair. The team got a shot at speaking to over 900 people.

It's no wonder Lowndes Team staff enjoy their job. They get to work at some of the most fun events in Georgia like the Big Pig Jig parade, and the Chicken Pie and Hahira Honey Bee festivals.

WARE



L to R: **Back** - Rena Lewis; Paige Hand; and Britt Meeks (supervisor) **Middle** - Becky Wright and Cathy Chancey **Front** - Carrie Spivey; Paula Bennett; and Mel Rozier **Not Pictured**: Tara Strickland and Donna Tanner (program assistant)

Applications Taken: 8,373 **Presentations Made: 221**

Counties Covered:

Atkinson, Bacon, Brantley, Camden, Charlton, Clinch, Coffee, Glynn, Pierce and Ware

**1766 Memorial Drive, Suite 9
Waycross, GA 31501
912-338-5293**

While the summer is highly anticipated by children all over the country, spring is just as sweet to the youth of Ware and Bacon County. Around this time each year, they are treated to the Day Of The Child. In 2004, the Ware Team joined in the fun - talent shows, pet shows, pony rides, train rides, petting zoo, jumping gym and more - accepting applications and heralding the benefits of healthcare coverage to parents of over 1,500 children.

While the Day Of The Child was a singular sensation, the Back-to-School Campaign was a collective success. The Ware Team attended 20 outreach events focused on reaching the student population. Through Parent/Teacher meetings, Headstart and preschool

registrations, and shopping mall displays, they reached over 8,000 people.

Partnerships with local retailers were also useful in getting the word out about child tax credits and earned income tax credits. The teams set up displays in the local K-marts and at the mall during the tax-free holiday. Over 1,500 flyers and 750 Medicaid applications were distributed.

Mel Rozier, a Ware Team Medicaid eligibility specialist, was recognized by the Glynn County Schools social workers as someone who "goes above and beyond in his efforts to support children." Rozier was also featured in the Islander newspaper for his contributions.

RSM is thankful for the assistance received from each of the agencies listed below. They have partnered with RSM in order to help the outreach project provide assistance to the uninsured. They have shared resources, given of their time and, most importantly, have shown compassion toward those who are in need.

METRO

Adamsville Recreation Center
Aetna
Aid Atlanta
AirTran Airways
American Cancer Society
Atlanta Back Clinic
Atlanta Farmer's Market
Atlanta Mayor's Office
Atlanta Police Department
Atlanta Senior Citizens Society
Atlanta School of Massage
Babies Born Healthy
Babies Can't Wait
Bethany Christian Services
Bradford Gwinnett Apartments
Brotherhood Services
Center For Black Women's Wellness
Center For Disease Control
Central DeKalb Health Department
Chamblee Doraville Ministries
Children First
Children Medical Services
Children's Healthcare of Atlanta
Circuit City
Clarkston Community Center
Clayton County School System
Clinica de la Mama
Colgate Bright Smiles, Bright Futures
Consolidated OBGYN Specialty Group
Covering Kids and Families
Crawford Long Hospital
DeKalb Board of Health



The RSM Project donated all of their Baby Think It Over dolls to the Dunbar Teen Center for their high-risk pre-teen program. Jon Anderson (left) passed the torch over to the teen center's director Vivian Crawley (right). The dolls are life-size and life-like. A computer chip programs them to cry and record the "parent's" response times.

DeKalb Drug Court
Department of Juvenile Justice
Department of Community Health
Office of Minority Health
East Atlanta Obstetrics and Gynecology
East DeKalb Teen Center
Eckerds Pharmacy
Embassy Suites
Family Allergy Center
Family Connection Partnership
Flakes Mills Fire Station
Fulton Action Authority Community
Fulton County Department of Health and Wellness
Fulton County Fire Department
Fulton County Reach For Wellness
Georgia Campaign for Adolescent Pregnancy Prevention
Georgia Center for Female Health
Georgia Department of Revenue community Outreach
Georgia Electronics Benefits Transfer
Georgia Employment Association
Georgia Free Clinic Network
Georgia Governor's Office
Georgia Health Program
Georgia Hospital Association
Georgia Internal Revenue Office/Community Outreach
Georgia Lead Poison Prevention Program
Georgia Partnership for Caring Foundation
Georgia State University
Georgia State University School of Nursing
Georgia Transplant Foundation/Total Benefits Communications
Georgians for Common Sense Health Plan
Georgians For Healthcare
Grady Health Systems
Healthcare Leadership Council
Health Students Taking Action Together
Healthy Mothers, Healthy Babies
Hemophilia of Georgia
Henry W. Grady Foundation
Hilton Hotels
Hispanic Mental Health
Hope For Children

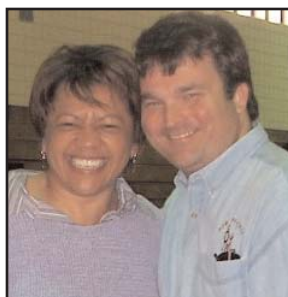
Hospital Corporation of America - Southeast Division
House of Promise
Human Service Team
International Rescue Committee
Johnson and Johnson
Kirkwood Outreach Team
Kirkwood Teen Center
Krispy Kreme Doughnuts
Kroger
Memorial Health
Mission On The Move
Morehouse School of Medicine
New Life Community Center
North Fulton Infertility, Obstetrics and Gynecology
Northwood United Methodist Church
Oakcliff Traditional Theme Elementary School
Oral Health America
PeachCare for Kids
Perot Systems Healthcare
Planned Parenthood of Atlanta
Plaza Fiesta
Prenatal Coalition
RTM Restaurant Group
Save Rite
Sheltering Arms of Atlanta
Snellville Pediatrics
South Fulton Medical Center
St. Joseph's Hospital
Sudden Infant Death Information, Referral and Support Project
Sigma International
Southside Medical Center
Thomasville Heights Recreation Center
Toys For Tots
Wholistic Stress Control Institute
Zap Asthma

MIDDLE

ACCESS Emanuel
American Cancer Society (Twiggs)
Bibb County Department of Family and Children Services
Bibb County Health Department
Burke County Senior Citizens Council
Burke Medical Center Outreach
Central Baptist Church

Cherry Blossom Festival Committee (Macon)
 Children First
 Children's Friend
 Chamber of Commerce Burke County
 Chamber of Commerce Screven County
 Coliseum Medical Center
 Columbus Children, Youth and Family Coalition
 Columbus Wellness Center
 Communities in Schools Burke County
 Communities in Schools McDuffie County
 Communities in Schools Richmond County
 Community Healthcare Network Covering Kids and Families
 Augusta Pilot Project
 Covering Kids and Families Coalition
 Crawford County Department of Family and Children Services
 Dollar General Stores
 Elberta Neighborhood Service Center
 Elder Middle School Nurse (Washington)
 Even Start Program Burke County
 Enterprise Community Health Start Program
 Family Connections Burke County
 Family Connections Jenkins County
 Family Connections McDuffie County
 Family Connections Richmond County
 Family Connections Screven County
 Family Connections (Baldwin, Emanuel, Glascock, Hancock, Jasper, Johnson, Jones, Putnam, Taliaferro, Twiggs, Warren, Washington, Wilkes and Wilkinson)
 Five Points Fire Station
 Flint River Hospital
 Forsythia Festival Coordinators
 Fort Valley State University (School of Business)
 Foxy 105 Radio
 GA Sports Hall of Fame
 Gregory Rosso
 Gray Jaycees (Jones)
 Hatcher Square Mall Community Service Committee (Baldwin County)
 HAWKS - Robins Air Force Base HeadStart (Twiggs and Emanuel)

Health Advisory Committee (HeadStart)
 Healthy Start Program Richmond County
 Housing Authority Weed & Seed Program
 Houston County Department of Family and Children Services



Michelle Ozuma (left), executive director of Georgia Campaign for Adolescent Pregnancy Prevention and RSM Director Jon Anderson get reacquainted at the Thomasville Heights Make A Difference Day Resource Fair. The two organizations collaborated to sponsor the event, nearly eight years after their first collaboration in 1995.

Houston County Health Department (Warner Robins)
 Houston County Health Services Department (Perry)
 Houston Healthcare Center
 Jones County Boys and Girls Club
 Kid's Journey (Family Connections)
 Macon County Department of Family and Children Services
 Macon North Side Hospital
 Macon Volunteer Clinic
 Marion County Family Connection
 Medical Center Babies Born
 Healthy Committee
 Medical Center of Central Georgia
 Medical Center of central Georgia - Children's Hospital
 Medical College of Georgia
 Community Outreach
 Middle GA Community Action Agency, Inc. (Head Start)
 Migrant Workers' Health Clinic (Montezuma)
 Miller Elementary School
 Monroe County Department of Family and Children Services
 National Food and Shelter Committee (Washington)
 Oconee Regional Medical Center (Baldwin)
 Peach Factory Outlet Stores
 Pediatric Pharmacy
 Perdue Middle School
 Pre-K Starting Children Healthy Collaborative (Wilkinson)

Rainbow House
 Relay for Life Committee (Putnam and Jones)
 Robins Air Force Base Museum of Aviation
 Sacred Heart Catholic Church
 Salvation Army
 Schley County Family Connection
 Screven County Hospital Outreach
 Stewart County Family Connection
 Sumter County Girls and Boys Club Board
 Tender Care Clinic (Putnam)
 Tri-County Rural Health (Taliaferro)
 Tri-County Rural Health Collaborative (Hancock)
 University Hospital Community Outreach
 University of Georgia (Extension Office)
 Visions of Sumter
 Volunteer Houston County
 WalMart
 Wilkes County Health Coalition
 Wilkes Wild About Wellness
 WMAZ-DT (Channel 13)
 Women's Health Task Force

NORTH

1st Steps of Habersham
 9th District Health Services
 Advisory Committee
 Athens Regional Medical Center
 Baby Steps (Polk)
 Baldwin Baptist Church
 Banks Family Connection
 Bartow Academy
 Bartow Collaborative
 Bartow County Department of Family and Children Services
 Bartow County Health Department
 Bartow County Interagency Meeting
 Bartow County Teen Pregnancy Prevention Task Force
 Bethany Christian Church (Paulding)
 Boys and Girls Club of Cedartown
 Boys and Girls Club of Dalton
 Bremen Food and Clothing Bank
 Carroll County Family Connection Collaborative
 Catoosa County Department of Family and Children Services
 Catoosa County Family Connection
 Catoosa County Health Department
 Catoosa County School Board
 Catoosa/Walker Teen Pregnancy Center

COLLABORATIVES

Chattooga County Department of Family and Children Services
 Chattooga County Family Connection
 Chattooga County Resource Center
 Child Care Resource & Referral of Northwest Georgia
 Clarke County Health Departments (11)
 Clarke County Medicaid Retention Team
 Club Hero
 Dade County Department of Family and Children Services
 Dallas Housing Authority
 Dalton International Inclusion Center
 Dalton Teen Pregnancy Center
 Dawson Family Connection
 Department of Labor (Bartow)
 Department of Labor (Polk)
 Domestic Violence Task Force
 Elbert Medical Center
 Elbert Memorial Hospital
 Essentially for Women
 Etowah Housing Authority
 Family Connection Partnerships
 Family Connections Executive Board (Haralson)
 Family Connections Teen Pregnancy Prevention Task Force
 Family Support Council
 Fannin County Chamber of Commerce
 Fannin County Department of Family and Children Services
 Fannin County Family Connection
 Fannin County Headstart
 Fannin County Health Department
 Fannin County Flag
 Fannin County Kiwanis Club
 Fannin County Regional Hospital
 Fannin County School Board
 Fiquett Elementary School
 Flint Collaborative Council
 Floyd County Department of Family and Children Services
 Floyd County Health Department
 Franklin County Junior League
 Franklin County Prevent Child Abuse
 Franklin Partnership
 Georgia Highlands and Forsyth County Family Connection
 Gilmer County Department of Family and Children Services
 Gilmer County Family Connection
 Gilmer County Headstart
 Gordon County Chamber of

Tammy Harrington of the Whitfield Team worked closely with the Walker County Teen Resource Center (WCTRC) in order to help teen moms get health care coverage for their babies. WCTRC Program Manager Janice Pardue said, "RSM and its talented staff are to be commended for their commitment of service to the citizens of this state."



Commerce
 Gordon County Department of Family and Children Services
 Gordon County Family Connection
 Gordon County Health Department
 Gordon County Interagency Meeting
 Gordon County and School Board
 Hall County Evening School
 Hall County Health Services Advisory Committee
 Hall County International Center
 Hall County Safe Kids
 Hall Hispanic Committee
 Haralson County Chamber of Commerce
 Haralson County Family Connections
 Haralson County Health Department
 Haralson County Veteran's Association



At a fundraiser for Georgia Partnership for Caring, RSM Director Jon Anderson (center) discussed the progress of the GPCF program with one of its ardent supporters, former Lieutenant Governor Pierre Howard (left).

Hart Interagency Council
 Hart Partners
 Habersham County Medical Center
 Habersham Family Connection
 Habersham OB/GYN
 Habersham and Rabun Life Health Families Program (Polk County)
 Juvenile Justice Department
 Lamar County Collaborative
 Lumpkin County Chamber of Commerce
 Lumpkin Family Connection
 Lumpkin Kiwanis

March of Dimes
 Medlink Bowman
 Medlink Oglethorpe
 Meriwether Interagency Council
 Mountainside Clinic
 Morganton Clinic
 Murray County Department of Family and Children Services
 Murray County Family Connection
 Murray County Health Department
 Murray County School Board
 Northeast Georgia Medical Center
 Northwest Georgia Interfaith Health Coalition
 Northwest Georgia Workforce Investment Board
 NW Georgia Healthcare
 P.L.A.Y. Focus Group in Lamar County
 Paulding Collaborative
 Paulding County Health Department
 Paulding County Department of Family and Children Services
 Paulding County Parent Services Project
 Paulding County Parks and Recreation Department
 Paulding Early Start Initiative
 Paulding Family Matters
 Paulding Family Resource Center
 Pickens County Department of Family and Children
 Pickens County Health Department
 Polk County Adult Education Advisory Committee
 Polk County Council on Children and Families
 Polk County Health Department
 Polk County Youth Council
 Prevent Child Abuse Paulding
 Rabun County Family Connection
 Raybon OB/GYN
 Rome Salvation Army
 Rossville Health Department
 Safe Kids of Carroll and Haralson Counties
 Safe Kids of Coweta County
 Safe Kids of Haralson County
 Safe Kids of Polk County
 St. Vincent DePaul Catholic Church (Paulding)
 Stephens County Hospital
 Stephens County Library
 Stephens County Schools
 Stephens County Partners for SUCCESS
 Tallatoona EOA Head Start (Polk, Bartow, Haralson)



RSM and the Center for Black Women's Wellness has worked together for several years. Pictured here, Audrey Dye of the DeKalb Team provides an in-service training to the center's staff. Lynn Pounds (far left, foreground), the center's director, raved about working with RSM. "I love RSM. They are always responsive when we call, and they keep us up to date on all the latest developments."

Tallatoona EOA Health Advisory Committee
Tallatoona Paulding Human Resource Development Center (Paulding)
Tanner Medical Center (Haralson)
Teen Plus Youth Council (Floyd)
Tobacco/Healthy Living Coalition
Troup County Interagency Council

SOUTH

Towns County Family Connection
Tunnel Hill Headstart
Union County 9th District
United Way
Walker County Connection
Walker County Department of Family and Children Services
Walker County School Board
Ware's Grove Missionary Baptist Church (Polk)
Warehouse of Hope (Paulding)
West Central Technical College
West Central Technical College One-Stop Resource Center
White County Family Connection
Whitfield County Connection
Whitfield County Department of Family and Children Services
Whitfield County Health Department
Whitfield County International Inclusion Center
Whitfield County School Board
Women's Wellness Center
Archibold Hospital
Atkinson County Board of ED
Atkinson County Commodity District
Babies Can't Wait (Laurens and Dodge)
Baker County Health Department

Beacon County Family Connection
Beacon County Health Department
Ben Hill Family Connection
Brantley County Board of ED
Breast Test & More
C-MAP
Calhoun County Family Connection
Calhoun County Health Department
Calhoun County Neighborhood Service Center
Camden County Board of ED
Camden County Family Connection
Camden County Health Department
Camden Medical Center
CARENET
Charlton Memorial Hospital
Child Abuse Counsel (Appling and Tattnall)
Child Care Resource and Referral
Child Health Institute
Clinch County Concerted Services
Clinch County Family Connection
Coffee County Board of ED
Coffee County Department of Family and Children Services
Coffee County Health Department
Coffee County Nutritionist
Colquitt County Health Department
Colquitt County Teen Pregnancy Task Force
Colquitt Regional Medical Center
Cook County Children and Youth Council



Stephanie Lewis (right) of the Bulloch Team is a familiar face in Claxton County. She works closely with the agencies in that community.

Covering Kids
Culbertson Head Start
DAISY
Decatur County Head Start
Decatur County Health Department
Decatur County Memorial Hospital
Decatur County Neighborhood Service Center
Decatur County Safe Kids Connection
Department of Labor
Dougherty County Head Start
Dougherty County Safe Kids Council
Ellenton Migrant Clinic
Family Connections (Appling,

Bleckley, Dodge, Tri-County, Telfair, Laurens, Toombs, Toombs, Tattnall, Wilcox, Jeff Davis, and Pulaski)
First Steps
Glynn County Department of Family and Children Services
Glynn County Health Department
Glynn County School Counselors
Glynn County School Nurses
Grady County Family Connection
Grady County Health Department
Grady County Memorial Hospital
Health and Human Services Committee
Hope House Pregnancy Crisis Center
Kiddie Kastle Migrant Head Start
Lee County Head Start
Lowndes County Schools
McKinney Health Center
Migrant Health
Mitchell County Boys and Girls Club
Mitchell County Children and Youth Collaborative
Mitchell County Family Connection
Mitchell County Health Department
Montgomery County Collaborative
New Connections to Work (Laurens)
Pierce County Board of ED
Pierce County Health Department
Powerline
Red Cross
Safe and Sober (Jeff Davis)
Satilla Regional Medical Center
Shaw Center
Southeast Georgia Health System
Southwest Georgia Community Action
Sparrow's Nest
Telemon Migrant Health (Toombs and Tattnall)
Terrell County Family Connection
Thomas County Family Connection
Thomas County Food Bank
Thomas County Health Department
Thomas County YMCA
Thomasville Boys and Girls Club
Turner County School System
Vashti
Ware County Board of ED
Ware County Family Connection
Ware County Health Department
Weed & Seed
WIA (Dodge, Laurens, Toombs and Bleckley)
Willacoochee Commodity District
Worth County Head Start
Youth Challenge Academy



Division of Family and Children Services

Office of Family Independence

Right from the Start Medicaid Outreach Project

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